

COR ET LUMEN CHRISTI COMMUNITY

COMPLAINTS POLICY

In compiling this policy, the trustees have taken account of the advice from the Charity Commission and also considered the biblical approach to complaints common in Christian Communities, as described in Matthew 18: 15-17

The Cor et Lumen Christi Community has an excellent reputation built up through decades of work both in the UK and overseas. While it is rare that we receive complaints, we can only maintain our excellent reputation if we ensure that all complaints received are listened to and considered thoroughly, fairly, and promptly.

It is important for us to show that we are open to any and all feedback and it is vital to remember that such feedback can always help us to learn and to improve.

We are committed to following the guidelines of the UK charity commission.

This policy relates to formal complaints, which do not cover any or every negative comment, but rather complaints which are clearly identified as such. Where there is doubt as to whether or not somebody is submitting a formal complaint, clarification should be sought.

Before a Formal Complaint is Made

In line with the commonly held Christian principle, grounded in Matthew Chapter 18, we expect that people will try to address any difficulties they may have on a personal level first, talking to the individual concerned, before making a formal complaint. We believe that this is a healthy spiritual practice and one which can often solve problems effectively.

Nevertheless, we recognise that there may be situations and matters for which such an approach is not possible or appropriate and that formal complaints are sometimes necessary.

Our Formal Complaints Procedure

Points of Contact

Complaints regarding events or ministry organised by a particular fraternity should be addressed to the Local Community Council (LCC) of that Fraternity.

Complaints regarding a foreign trip away from the auspices of a particular fraternity should be addressed to the leader(s) of the trip in question.

In the case of safeguarding matters, complaints, disclosures or concerns raised should be addressed to the relevant safeguarding person and will then fall under the scope of our safeguarding policy rather than this policy.

In the case of complaints against senior members of the community, complaints can be addressed to the International Community Council (ICC) or to the Trustees.

What Happens Next?

1. The person or council receiving the complaint will first determine if the complaint has come to the correct point of contact, and reassign if appropriate. For instance, the ICC or Trustees may decide that a complaint is better handled by the LCC.
2. Concurrent with the first step, we may refuse to address anything we deem to be a nuisance complaint. If we are certain that a complaint is entirely without merit, has been fully addressed before with nothing new and substantive being added in, or is being made for the purpose of causing disruption, wasting time, or harming an individual, we reserve the right to inform the complainant that the complaint is without merit and will not be subject to the steps below. In such cases, two or more people in leadership roles must concur that the complaint falls into this category. We reserve the right not to reply to further communications from a complainant once such a notification has been made.
3. Once received by the appropriate body, that body will aim to acknowledge a complaint within five working days of the complaint being received by the community and will inform the complainant of this procedure.
4. The LCC (or the body receiving the complaint) will then investigate the complaint, asking for oversight from the ICC, the Trustees, or the National Safeguarding Coordinator as appropriate.
5. Within 30 days of the complaint being received, the investigating body will write to the complainant giving a detailed response. This will include (as appropriate) a summary of findings, a decision as to whether or not the complaint has been upheld, and a description of any decisions made as a result of the complaint such as disciplinary action, changes to procedures, or referrals to other bodies.
6. Depending on the situation, the investigating body may also arrange a face-to-face meeting with the complainant at this stage.
7. If the complainant is not satisfied following these steps then the matter can be referred to the Trustees for a review, which should be concluded within 20 days of the referral being made. This assumes, of course, that the Trustees were not the initial investigating body.
8. There is no further internal procedure however complainants are always able to contact the Charity Commission which regulates UK charities, the local diocese or other statutory authorities.